Poor services and facilities in hospitals

†2125. SHRI DARA SINGH CHAUHAN: Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether Government are aware that the condition of emergency, ICU and OPD in the major hospitals of the country (which are under the jurisdiction of the Central Government) including PGI, Lucknow and AIIMS, is getting bad to worse while Government had given an assurance to improve their condition;

(b) the details of the steps taken/being taken in this regard;

(c) whether Government are also aware of the fact that in the above mentioned hospitals, the attendants of the patients are not guided properly and doctors, nurses, and assistants, all snub them; and

(d) the steps taken in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (SHRIMATI PANABAKA LAKSHMI): (a) to (d) In so far as Central Government Hospitals including AIIMS are concerned, the emergency, ICU and OPD services are well equipped with modern equipments and drugs to deal with all kinds of emergencies. Any patient, who approaches in casualty, is not turned away from the hospitals.

Strengthening and upgradation of the emergency, ICU and OPD services is a continuous process and the same are undertaken as per the need and available resources.

For the convenience of the patients, appropriate enquiry counters, bilingual signages, citizens' charter and colour coded directions are provided to guide the patients both in emergency and OPD departments of the Central Government Hospitals.

The Grievance Redressal machinery has been set up in all the Central Government Hospitals. All complaints, including the complaints about malpractice and misbehaviour against doctors, nurses and assistants are expeditiously handled by the Grievance Redressal machinery and punitive action is taken against the erring staff.

As far as Sanjay Gandhi Post-Graduate Institute of Medical Sciences, Lucknow is concerned, the Institute is not a Central Government Hospital

†Original notice of the question was received in Hindi.

and is under the administrative control of Government of Uttar Pradesh. As per the information received from the Medical Superintendent of the Institute, they have a new emergency block with more space and 17 beds equipped with desires emergency care equipments and trained manpower. Similarly, ICU unit is under direct control of critical care medicine department with 8 beds. There is a separate OPD block with separate OPD bays for various specialities. The patients are attended through computerized Hospital Information System in which there is also provision of raising on-line requisitions for various investigations and getting their reports in respective computer terminal. Further, the Institute has battery of patient helpers and para-medical staff who guide the patients for desired work to be done in the hospital. The Incharge, Hospital Administration and Medical Superintendent continuously monitors the behaviour of doctors, nurses as well as assistants so that any complaint regarding rude behaviour, if any, is promptly addressed to and rectified.

Supreme Court's order on organ donation

2126. SHRI RAJU PARMAR: Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether it is a fact that hon'ble Supreme Court has recently passed an order and given directions to Government on donation of organs;

(b) if so, the details thereof and the reaction of the Government thereto; and

(c) whether Government are contemplating to bring out some guidelines on the donations of organs and if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (SHRIMATI PANABAKA LAKSHMI): (a) and (b) Hon'ble Supreme Court in their judgement dated 31.3.2005 in Writ Petition No. 156 filed by Shri Kuldip Singh and others versus State of Tamil Nadu and others has opined that in order to rule out commercial dealings in donation of organs, it would be desirable to require the donor and recipient to give details of their financial incomes and vocations for previous three years. This would help the authorisation committees to assess whether any commercial delings are involved or not. It would be appropriate if the Rules and Form I are amended accordingly. The Hon'ble Court has also observed that it would be appropriate for all States to